



## CCDH NEWS

### **THE TEAM**

Dave Schneider, Inspector  
Kristen Halloran, Specialist  
Brandi Fritsche, Specialist  
John Baughcum, Specialist  
Sarah Collins, Director

### **HOW TO REACH US**

We are open for business; however, our office is not open to the public at this time. Regular business hours are Monday – Friday, 8:30 a.m. - 4:30 p.m. Agency representatives can be reached by calling (859) 261-5200, by fax to (859) 261-0577, or by email to [hgeneral@campbellcountyky.gov](mailto:hgeneral@campbellcountyky.gov). When emailing please identify the agency representative you are trying to reach in order to ensure a timely response. A dropbox is conveniently located directly outside Room 235 for the submission of paperwork

Our office is located at 1098 Monmouth Street, Room 235, in Newport, Kentucky 41071. Our physical address is also our mailing address.

Phone: 859 261 5200 Fax: 859 261 0577 TDD/TTY: 1 800 545 1833 Ext. 947

Website: [www.campbellcountyky.gov](http://www.campbellcountyky.gov) / Departments / Housing Program

### **OUR OFFICE WILL BE CLOSED THE FOLLOWING DATES IN OBSERVANCE OF UPCOMING HOLIDAYS:**

December 23, 2020	January 1, 2021	May 31	November 25	December 30
December 24	January 18	July 5	November 26	December 31
December 25	February 15	September 6	December 23	
December 31	April 2	November 11	December 24	

**The waitlist for our program is open** and pre-applications can be submitted online @ [www.campbellcountyky.gov](http://www.campbellcountyky.gov) / Departments / Housing Program / Rental Assistance Application. Please allow 7 – 10 days for the application to process before calling 859 292 8777 to check your waitlist status. *CCDH cannot advise as to how long any applicant's wait might be, as waitlist position and selection are based on many variables, including preferences an applicant qualifies for and the date and time they apply.* Although a date is not set for the waitlist to close, it will not remain open indefinitely and interested persons are encouraged to apply as soon as possible. Prior notice of waitlist closure is not guaranteed.

We respectfully request at least 24 hours' written notice if you need copies of records or reprinted documentation.

An agency representative may fax, mail, or possibly e-mail you requested information.

A charge of ten cents per copy may apply.

**If you are an owner partnering with our agency, you may have questions about your role or responsibilities.** Our Owner Orientation packet, as well as many other forms and sources of information, can be obtained on our webpage at [www.campbellcountyky.gov](http://www.campbellcountyky.gov). Owner responsibilities include:

- ✓ Performing all management and rental functions for the assisted unit, including selecting a voucher-holder to lease the unit and deciding the family is suitable for tenancy of the unit;
- ✓ Collecting from the family. The owner must collect the tenant contribution (the part of rent not covered by the housing assistance payment) and any charges for unit damage by the family;
- ✓ Enforcing tenant obligations under the lease.



## **BIENNIAL INSPECTION PROTOCOL**

Beginning in January, 2021, Campbell County Department of Housing will resume biennial inspections that have been suspended since May, 2020 due to the COVID-19 pandemic. Clients and Owners will be notified in writing in advance of the scheduled inspection, and our office asks that you follow these steps in order to ensure the safety of your family and the Housing Inspector:

1. Contact the Inspector at the phone number listed on your appointment letter the morning of the appointment, at least one hour in advance, if you or any member of your household has a fever or any symptoms of illness or has been in contact with someone who has symptoms or has tested positive for COVID-19 in the past two weeks;
2. The Housing Inspector will call you from his vehicle upon his arrival and ask you to unlock the primary entrance to the dwelling. If your phone number has changed since your last inspection please email your new phone # to [hgeneral@campbellcountyky.gov](mailto:hgeneral@campbellcountyky.gov). If you are unable to email your phone number please contact your assigned Housing Specialist within five days of your receipt of your Inspection Appointment letter at 859 261 5200 in order that your information can be updated in our system;
3. Once you have unlocked your dwelling we ask that if the weather permits you wait outside the unit for the inspector to conduct the inspection. Otherwise, all household members must remain in the main living area of the home for the duration of the inspection in order to ensure all persons keep a safe distance of at least six feet from the Inspector. All household members over age 5 must wear a mask at all times while the Housing Inspector is present at the unit. If you do not have a mask please contact your Housing Specialist upon your receipt of your Inspection Appointment letter and the agency will provide you with one;
4. As an additional safety measure, our office will accept reasonable documentation of treatments or repairs and written or verbal statements from owners or tenants that treatments, replacements, or repairs have been satisfactorily completed in lieu of an on-site reinspection should any non-emergency fail items be identified during your upcoming inspection.. Documentation of repairs will be required in the manner requested and deadline issued by the Housing Inspector.

Although biennial inspections are resuming in 2021, yours may not be scheduled for several months. This information will be reiterated on your appointment letter and we ask that you wait until you receive your appointment letter to contact the office with questions regarding your inspection. General questions can be submitted at any time to [hgeneral@campbellcountyky.gov](mailto:hgeneral@campbellcountyky.gov). Campbell County Department of Housing appreciates your cooperation in ensuring inspections are conducted safely to protect our customers and employees.



Our office is working towards implementing software that will allow our customers to report, track, and view information electronically. If we do not have your email address on file please submit it to [hgeneral@campbellcountyky.gov](mailto:hgeneral@campbellcountyky.gov). Enter "my email" as your subject line and include your name and whether you are a Program Participant or Property Owner in the text. If you are working with an agency representative please identify your contact in the e-mail.



## FREQUENTLY ASKED Q's AND A's

- CCDH administers the Housing Choice Voucher Program in all of Campbell and Pendleton Counties except for the City of Newport.
- Rent reasonableness is determined by comparing the prospective/assisted unit against at least three nearby comparable unassisted units.
- Owners can request a rent increase by completing the "Rent Increase Request" form found on our webpage at the Forms/Newsletters/More Information link.
- Changes to rent and utilities must not be made during the initial lease term and regulations require notice of no fewer than 60 days to the Housing Authority from an owner when requesting an increase in rent.
- CCDH is required to review rent reasonableness during the rent increase approval process.
- As a general rule, Program Participants that select a unit with a gross rent that does not exceed the Payment Standard for the unit size they qualify for will pay 30% of their monthly adjusted income in tenant rent and the balance (housing assistance payment) will be paid directly to the Owner's account.
- The agency is not permitted to approve residency for a family if the unit is not affordable. If a family's rental share exceeds 40% of their monthly adjusted income regulations deem the unit unaffordable. The owner may agree to decrease the contract rent, the family may increase their gross annual income, or the family may qualify for a minimum rent exemption in order to pass the affordability test. If none of these options are viable the RTA will be canceled and the family will continue their search for an affordable unit.
- The tenant is responsible to pay their share of rent to the owner and may be issued a notice to vacate from the owner for violating the lease agreement if they fail to pay their tenant rent.
- CCDH inspects prospective units to ensure they comply with Housing Quality Standards prior to executing a Housing Assistance Payment contract with an Owner. A contract may not commence until at least the day following a passed inspection.
- CCDH conducts biennial inspections of assisted units.
- It is the owner's responsibility to manage the property, ensure their tenant and only those persons permitted to live in the unit reside at the property, and to contact the Housing Authority if their tenant vacates the unit.
- All notices issued the tenant by the owner should be submitted to the Housing Authority by the owner (i.e. renewed lease agreements, notice to remedy, notice of lease violation, eviction notice).
- CCDH may only make payments to the owner while the family is residing in the unit. If the family moves out of the unit the Housing Authority may not make any housing assistance payments to the owner for any month after the family moves out. If the sole household member is deceased the HAP contract immediately terminates and the Housing Authority may not make any housing assistance payments to the owner for any subsequent month.
- If the Housing Authority determines that the Owner is not entitled to the housing assistance payment or any part of it, the PHA may, in addition to other remedies, deduct the amount of the overpayment from any amounts due to the owner (including amounts under any other Section 8 assistance contract).
- Our office will keep a list of available units for property owners on our webpage and in our lobby. These properties are not "pre-approved," but are meant to assist our clients in their search for housing. If you are an owner that utilizes this service please remember to contact our office when your property is rented in order that we can remove it from our list.